AVAYA

IP Office - Voice Communications Capabilities

IP Office offers full voice functionality with a comprehensive list of features and benefits for the small and mid-sized business and branch office, including:

• Full PBX features

Caller ID, Call Forwarding, Conference Calling, Voice Messaging and more.

• Trunk Interfaces

A variety of network trunk interfaces, including E1, T1, PRI, ISDN, analog loop start and analog ground start for comprehensive network connectivity. Not all trunk types are available in all territories, please check for local availability.

• Extensions

Support for a range of extensions, from 2 to 360 that provide sophisticated voice performance for new and growing businesses.

• Telephones
A variety of telephones including analog, digital and IP hard and soft phones (wired and wireless) that provide the appropriate desktop or device phone for every need.

• Advanced Call Routing

Incoming calls are directed to the best available person or messaging service, according to the company's unique criteria.

• Alternate Call Routing

Ensures reliable handling of calls by selecting from analog, digital or VoIP trunks.

• QSig Networking

Standards-based multi-site networking to interoperate with other PABXs.

IP Office - Converged Voice Communications Capabilities

For converged communications, the IP Office acts as an IP telephony server:

• Integrated H.323 Gatekeeper and Gateway

• Quality of Service (QoS) support through DiffServ for routing.

IP Office Applications

IP Office Applications
IP Office provides big business benefits and enhanced productivity for small and mid-size businesses with a full compeliment of sophisticated applications, including:

• Call Handling - Phone

Manager (Lite and Pro options)
A powerful desktop application for the IP Office, available in Lite, Professional, and IP Softphone versions to allow you to control and manage phone calls from your Windows desktop.

• Call Handing - Queue

Manager and Campaign Manager
Powerful voice and IVR applications for the Contact Center that facilitate agent and traffic management for better productivity and customer service.

• Call Handling - SoftConsole
for Operators/Receptionists

Graphical User Interface (GUI) for attendants via a PC-based console for call handling and physical phone for the speech path; an easy way to learn and use sophisticated tools in a comfortable environment.

• Call/Contact Center - Compact Business Center

Report on overall system performance and basic call center functionality for up to three workgroups with quality of service reports, selected group reports, simple plug-and-play installation, and more.

• Call/Contact Center - Compact Contact Center

The formal Multi-Media Contact Center option, with a full customer management toolset including real time agent, system, group management, standard and custom reporting, real time tracking and analysis, options for agent connection, and remote agent support, wallboards for installations of up to 75 agents.

• Conferencing

The built-in conferencing solution within IP Office enables multiple locations to participate in an audio conference. IP Office Voicemail Pro complements the built-in meet-me conference bridge facility on IP Office IP403, IP406 V1/V2 and IP412 by adding guidance prompts as well as requesting PIN codes as participants enter the conference for security.
Conferencing Center, an optional application, is a web-based software package that consists in two parts: a "Conferencing Center Scheduler" to book and reserve conferences, and a "Conferencing Center web client" to complement an audio conference with a web interface.

• Interactive Voice Response

(IVR) and Text to Speech
Create automated customized systems allowing callers to interact with business information, for example, Account enquiry systems, Automated ordering systems, Ticket purchasing systems, PIN number checking, Remote time sheet management, etc. Enhance theses systems by using Text To Speech to read information back to callers

• Messaging - Integrated Messaging

Voice messages can be automatically forwarded to an SMTP email server or MAPI compliant email client and with Integrated Messaging Pro also synchronized with a Microsoft Exchange email server.

• Messaging - VoiceMail (Embedded, Lite and Pro options)

Incoming callers never reach an empty office. With Call Forwarding, Dial-by-Directory, the ability to retrieve phone messages via the PC Soft Phone, and much, much more.
Auto Attendant is enabled with VoiceMail Pro and with Embedded VoiceMail for Avaya IP Office–Small Office Edition and Avaya IP406 V2. This application simplifies service for customers with this easy-to-use graphical interface; the ability to construct customized automated services means callers can efficiently navigate the system, and reach the right person, without the assistance of an operator.

• Open CTI interfaces

TAPI-compliant out of the box. IP Office integrates easily with popular contact management applications such as Outlook, ACT!6, GoldMine and Maximizer. Sophisticated custom applications can be rapidly developed and deployed with our full software development kit.

IP Office - Data Communications Capabilities

For offices with basic data networking needs, IP Office can provide a complete data communications and networking solution:

• Internet Access

Firewall protected, leased line or dial-up connectivity via PRI, T1 or WAN port: high-speed dialed access, direct leased line connections for high usage and Web site hosting, integral security, and efficient access to information and a larger business presence via the Web.

• Routing

Integral Static or Dynamic (RIP I/II) routing for both Internet and Branch-to-Branch solutions.

• Security

NAT (Network Address Translation) and built in firewall to protect your internal network. IPSec support allows secure data transmission across public IP Networks using 3DES encryption.

• DHCP

Automatic IP address allocation for local and remotely attached PCs.

• Remote Access Server

Access to local LAN servers via optional two-channel V90 modem or digital trunks: individual firewall security, access control per user, and standards-based security enable remote workers.

• LAN Hub/Switching

The IP403 and IP406 V1 support an eight port hub that connects up to 8 PCs and/or supported IP devices. The Avaya IP Office – Small Office Edition has a 4 switched ethernet ports (Layer 2) plus a fifth Ethernet WAN port (Layer 3). The IP406 V2 offers an 8 port ethernet switch (Layer 2). The IP412 offers 2 switched Ethernet ports (Layer 3).

• LDAP client support

For standards based directory synchronization.

IP Office - Management Tools

The full IP Office solution (phone system, router/firewall/DHCP server, Voice Mail and other applications) are easily managed through the IP Office Manager.
The IP Office Manager is a Windows PC software application that connects to the IP Office system using TCP/IP. It can be on the same LAN as the IP Office, remote on the WAN, or connected via the Remote Access Server with either a Terminal Adaptor, Router or the optional Modem 2 package.
A suite of IP Office Wizards can also be used to configure systems and to manage user adds, moves and changes. These wizards make setting up and using the IP Office very easy – Business partners can use them or allow clients to access them for basic moves, adds and changes.

The following Sections describe IP Office Capabilities for Key Business functions.

Call Center

Avaya IP Office supports a range of call center operations—from small, informal customer-facing groups (e.g., an accounts receivable department), to formal sales or service operations (e.g., order processing and technical support).

Enhanced call center capabilities are available via the Avaya IP Office Compact Contact Center. Scaling from 5 to 75 agents, this modular solution enables contact centers to increase the number of agents and add different media types as and when required. In addition to call routing and reporting functionality, the Avaya IP Compact Contact Center offers e-mail, Web chat, and Web Call Me capabilities. By enabling and integrating the use of these other media types, the Compact Contact Center allows businesses to answer customer concerns and issues in the way customers prefer and in a timely and managed manner.Other important capabilities include support for outbound calling, call blending and prioritization to maximize agent productivity and help ensure high value customers receive the right level of service. iContact, the agent desktop application, combines all media interactions – phone, e-mail and Web, into a single interface. More than 72 standard real time and historical reports help managers better track and control operations.

Tightly integrated with the Avaya IP Office portfolio, Avaya IP Office supports a range of call center operations from small, informal customer-facing groups (e.g., an accounts receivable department), to formal sales or service operations (e.g., order processing and technical support).the Compact Contact Center allows organizations to manage their customer facing departments or contact center effectively and improve customer service.

The Avaya IP Office Compact Contact Center solution provides managers with a real-time view of call center activity to enable them to manage by exception to help maximize performance.

Call Accounting

IP Office provides built-in call accounting capability that includes tracking, maintaining call accounting records along with reporting capability accomplished via IP Office SMDR utility.

The call accounting features of IP Office help small and medium size business manage and control calling costs and communications expenses by accounting for and monitoring every call. Businesses can bill clients for calls made on their behalf and track and/or allot calling costs inside their company for bill-back purposes.

Messaging
IP Office comes standard with VoiceMail Lite, a built-in voice messaging feature. It supports detailed, confidential messaging for individuals and hunt groups, allowing them to quickly and conveniently receive, manage and respond to messages from customers, suppliers or employees. The VoiceMail Pro option provides advanced capabilities such as automated attendant, directory access, and centralized voice messaging. Scaling from 2 to 30 simultaneous calls, it supports message handling for individuals or groups, provides information to callers, assists the operator during periods of heavy call activity, and more. When used with networked Avaya IP Office sites, VoiceMail Pro's centralized voice messaging feature enables a one voice messaging system to handle all messaging needs. VoiceMail Pro can dial subscribers back, internally or externally, as soon as a voice mail message is left so users can respond quickly to high priority messages. The Unified Messaging option allows users to consolidate all messages into one inbox, and retrieve, respond and manage them from any phone or PC connected to the Internet. Users can hear their e-mail messages via a telephone and hear and/or read their voice messages via their PC. Support for INTUITY AUDIX messaging (via DEFINITY or MultiVantage platforms) delivers

messaging capabilities for businesses with a distributed branch office/small office environment that want to leverage the economies and functionality of a centralized voice messaging solution.

IP Office offers several messaging choices to meet the specific needs of small and medium size businesses. Each can help ensure associates stay connected to the business at all times and from any location.

Call Handling

IP Office simplifies day-to-day calling handling with a wide range of features, from basic hold, transfer and conference, to advanced capabilities such as Meet-me Conferencing and barge-in.

Call handling features streamline communications, make it easier for customers and suppliers to reach associates and departments, and improve associate productivity. The advanced call handling features of IP Office automate routine tasks, enable collaboration, and improve customer service.

Mobility

IP Office supports Avaya TransTalk digital wireless phones, which provide in-building wireless communications capability.

The mobility capabilities available with IP Office allow associates to stay in touch with customers, colleagues, and suppliers – wherever they work within their location – at their desk, in a conference room, or on the factory floor. This mobility allows businesses to cost-effectively enhance call coverage and improve customer service.

Call Management

IP Office delivers a range of capabilities for managing and controlling the cost of outgoing calls. Administrators can program call restrictions to prevent or limit phone use. Least cost routing automatically determines and employs the lowest cost options for all calls.

Effective control of outgoing calls lowers calling costs and operational expenses and helps ensure the communications system is used most cost efficiently during and after business hours.

Conferencing

IP Office offers the Meet-me Conference Bridge, which supports conferences with up to 2 x 64 parties and may require conferees to have a PIN number to add a level of security to the conference (requires the VoiceMail Pro application).

Conferencing enables associates to cost effectively conduct meetings over the phone and collaborate spontaneously for information sharing and decision-making. The Meet-me Conference Bridge can lower conferencing costs by reducing the need for third-party conferencing service providers.

Computer Telephony Integration

The Computer Telephony Integration (CTI) features of IP Office integrate phone and PC functions to deliver a variety of capabilities. CTI provides access to information in company databases during phone calls. For example, an incoming call from a customer could automatically generate a "screen pop" of detailed information about that customer on a service representative's PC screen.

Employees can also control their phone via a familiar, easy to use graphical user interface (GUI) on their PC screen. CTI is based on the TAPI (Telephone Applications Programming Interface) standard, which supports use of Microsoft Windows applications such as Microsoft Outlook.

Through CTI, IP Office can improve associate efficiency and productivity by combining the capabilities of the telephone and the PC behind one easy to use GUI. It can enhance customer contacts by providing access to important information to associates. Support for TAPI helps extend the value of investments in IP Office.

Networking

Using Small Community Networking, IP Office allows multiple Avaya IP Office systems to be linked together using a standard data network (including Frame Relay), providing feature transparency and advanced applications, such as centralized voice messaging. As a local-area network (LAN) hub, IP Office can connect up to eight PCs and a router with standards-based directory support for integration into an existing IT environment.

With IP Office's networking features, businesses can extend communications capabilities to remote locations, unify voice communications across multiple sites, or connect branch sites.

Linking multiple locations via Avaya IP Office is a cost-effective way to enhance the value of existing investments, improve operations, and control costs for communications and system management. Applications such as messaging and contact centers can be shared transparently between locations and administered more efficiently.

IP Telephony

IP Telephony—routing calls over Internet Protocol (IP) networks using Voice over IP (VoIP) technology -- is ideal for business with voice intensive applications, such as call centers, and enterprises with significant voice communications costs, such as those with branches and clients located around the world. To ensure quality, Avaya IP Office dynamically allocates bandwidth to voice calls and can even "bump" a data transmission to ensure that the voice call is unaffected.

Routing calls over IP networks is less costly than using traditional voice networks and enables businesses to take advantage of advanced applications like messaging and call center. With IP Office, businesses can elect to use IP Telephony immediately, or migrate to it at a later time.

Internet Access

Avaya IP Office provides secure, high-speed access to the Internet via dial-up connectivity or a direct leased line connection through a wide area network (WAN).

With IP Office, businesses can choose the type of Internet access that best meets their needs. Dynamic Bandwidth Management reduces costs and optimizes bandwidth use by automatically allocating only the bandwidth users need.

System Administration

Using the IP Office Manager application, the System Administration functionality of IP Office lets administrators monitor, maintain, change or upgrade communications systems. IP Office uses the industry-standard Windows-based program to perform system administration tasks from a desktop PC. The system uses powerful built-in diagnostics to alert administrators when they need to take action, which can be done via remote administration.

With a Windows-based program and reliable backup, support, and diagnostics, IP Office makes administration simple, quick and convenient, freeing administrators to work on other tasks.

PhoneManager

With PhoneManager, a PC manages calls and sends them through a traditional handset or through the IP softphone and a sound card in the PC.

PhoneManager brings the features and functionality normally available on feature phones to every user's desktop PC for greater ease of use and improved productivity.

Management Tools

An integral part of the Avaya IP Office solution, the Manager application provides a single point of management, including applications. The Manager provides remote management facilities, and off-line

configuration, and is capable of managing any number of Avaya IP Office sites from a single location—all subject to user-specific permissions.

These tools help companies monitor activity across all locations to control costs, increase efficiencies and drive improved system performance.